



At one time, dozens of agencies were involved in carrying out the government's internal business, such as buying supplies, constructing buildings, providing computers and communications, and keeping records.

But in 1949, adopting the recommendations of a presidential commission, Congress created one agency—the General Services Administration (GSA)—to handle the government's internal business affairs.

As the functions of government have become more complex, its necessary internal business has grown too. Today, GSA is an agency of over 37,000 people. It is organized like a large corporation in order to manage effectively the multibillion dollar annual business of government.

Architect,
builder,
landlord



Providing work space for more than 800,000 federal workers is one of the tasks of GSA. Its Public Buildings Service is responsible for designing, constructing, protecting, and maintaining our federal buildings.

This service manages almost 10,000 buildings from small rural structures to giants like the Pentagon in Washington, D.C. No matter what size the building, there is a common concern for energy conservation, firesafety, environmental protection, safe and healthy work-space, accessibility for the handicapped, and overall efficiency. For example, in heating, cooling, and lighting buildings, GSA has cut energy consumption by almost one-third in the

last few years. And the Public Buildings Service has become a recognized leader in such emerging fields as use of solar energy in office buildings, systems building, and high-rise firesafety.

Service programs run the gamut of the building sciences: architecture, engineering, space planning and design, construction management, landscaping, buildings operation, maintenance and repair, and restoration or preservation of historic buildings.

Telecommunications and computer specialist



With national programs as large and complex as Social Security and income tax, the government relies increasingly on the latest computers and communications systems to transmit and process vast quantities of information. The Automated Data and Telecommunications Service of GSA is responsible for seeing that the government obtains this equipment and related services as efficiently and economically as possible.

For example, this service operates, for federal use, the world's largest private telephone network, with more than a million telephones in over 2,000 locations throughout the 50 states, Puerto Rico, and the Virgin Islands. In 1978, the network saved about \$200 million of taxpayers' money.

This service also reviews planned computer purchases and leases and suggests cost-saving moves. Last year it awarded 295 contracts for automated data processing equipment and services at a savings of about \$203 million.

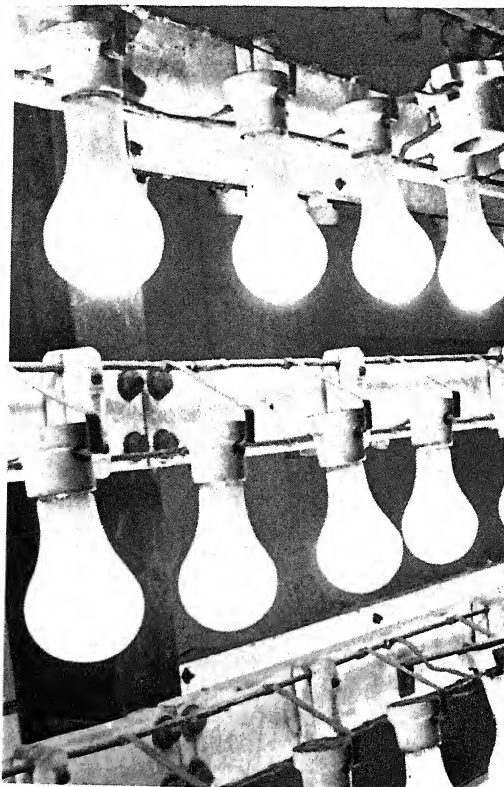
Citizen privacy is also a concern. Recently, changes were made in the federal teletype and data communications network to guard against unauthorized access to personal information stored in the Social Security, Medicaid, and Medicare computers.

The telecommunications service is the federal disaster communications coordinator and maintains special emergency communications teams throughout the country. It also provides "secure" communications to federal agencies such as the Drug Enforcement Administration and the U.S. Customs Service.



Who is

**Wholesaler,
expediter,
retailer**



Buying, storing and distributing all that's needed for day-to-day government work is the job of the Federal Supply Service in GSA. Some of the 4.2 million items on its shop list are pencils and paper, typewriters, cash registers, furniture, tools, light bulbs, paints, and household appliances. It also obtains services such as calculator repairs to carpet cleaning. Last year, the Federal Supply Service spent about \$3 billion on behalf of other agencies and, at the same time, saved about \$725 million by centralized buying.



Through special procurement procedures, this Service channels millions of federal dollars into areas of high unemployment and attempts to create new opportunities for small, minority, and woman-owned businesses. It also purchases items from workshops for the handicapped and from Federal Prison Industries. In 1978, purchases from firms in labor surplus areas amounted to \$925 million and from small and minority-owned businesses, \$622 million.

To handle storage, distribution, and retailing, Federal Supply has warehouses around the country, a chain of retail office-supply stores in federal buildings, and a computerized ordering and delivery system.



Archivist,
librarian,
publisher,
records expert

Who is



The National Archives and Records Service, GSA is the guardian of the nation's most precious documents, such as the Constitution and the Declaration of Independence, helper to Americans seeking information about their pasts, and the foe of unnecessary government paperwork.

As preserver of the nation's history, the Archives displays important documents and encourages citizens to understand and use the past. Last year about 1.8 million Americans received family history and other information from Washington, D.C., and the 11 regional archives. Popular and scholarly publications tell citizens about resources in art, films and tapes, and official records.

Seven established presidential libraries and one under construction keep and display important papers and mementos from past administrations. About a million and a half visitors a year tour these libraries.

A daily newspaper, the *Federal Register*, prints government regulations and determinations for the benefit and information of federal agencies, businesses, and consumers.

As the watchdog of government paperwork, the Archives and Records Service copes with the present mountains of paper and acts to curb future excesses. To accomplish the first, the Service has an intensive "throwing away" campaign with goals and deadlines. To keep paper under control, federal managers are trained to simplify or eliminate paperwork. The Service also provides temporary or permanent storage for records not currently needed in federal offices.



Who is

**Realtor,
repair and disposal expert,
stockpiler**



The Federal Property Resources Service is responsible for disposal of government real estate, re-use and sale of federal personal property (from typewriters to old ships), and management of the national stockpile of strategic and critical materials.

Excess land may be donated for public recreation or airports or sold to developers who will benefit the locality by providing jobs. Prior to the sale, this service makes sure the proposed use will not adversely affect the environment. In 1978, disposal action was completed on 347 parcels of excess and surplus real property valued at roughly \$189 million.

Worn or broken items ranging from office furniture to calculators are repaired for reuse within the government or, if unneeded, donated to eligible public or private agencies or sold. All sales are to the highest bidder. Proceeds go to the U.S. Treasury.

This service also stores, inspects, and maintains the national stockpile of strategic and critical materials, held to protect U.S. industry from a sudden cutoff during a war or other national emergency. Currently, the stockpile holds 95 commodities at 114 locations across the country and has a market value of over \$11 billion.